

DD/S 73-0309

26 JAN 1973

MEMORANDUM FOR: Executive Director-Comptroller

SUBJECT : The Upper-Lower Case Case

REFERENCES : (a) MFR dtd 12 Dec 72 fr [REDACTED] SA/IS,  
same subj, w/att MFRs

(b) Note dtd 27 Dec 72 to DD/S fr Ex.Dlr.-Compt.,  
same subj

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1. Reference (a) points out that unless a change is made in the present computer procedures, all of our communications will be stored and retrieved in upper case letters; it questions the advisability of continuing this procedure in view of the anticipated negative reaction on the part of a significant portion of the recipients of such material; and it requests a reexamination now, i.e., before we are irrevocably committed to the present procedure. Reference (b) is your request to the DD/S to look into this matter.

2. This problem was discussed with Dr. [REDACTED] Chief, [REDACTED] Office of Medical Services, who in turn has consulted with representatives from Office of Communications, SIPS and the [REDACTED] and has examined the limited amount of immediately available literature bearing on the problem. He says that if inquiries indicate there is no demonstrable advantage to using the upper-lower case system, there is no problem. However, should there be even a slight demonstrable advantage, the problem then becomes one of cost effectiveness and would require more study of possible systems before they could look at price tags. He says they would like to give this a little more thought and meet with the DD/S in the near future to review where they stand.

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3. The nature of the problem seems complex enough to justify this further inquiry, in view of the adverse consequences which could result from making the wrong decision, and we have asked Dr. [REDACTED] and his colleagues to continue their analysis of Mr. [REDACTED] proposal.

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/s/ Robert S. Wattles

Robert S. Wattles  
Assistant Deputy Director  
for Support

Atts

References

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O-DD/S [REDACTED] (24 Jan 73)

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